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(54) **SYSTEM AND METHOD FOR AUTOMATED CUSTOMER SERVICE WITH CONTINGENT LIVE INTERACTION**

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CPC *H04M 3/493* (2013.01); *H04M 2203/355* (2013.01)

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USPC 379/265.02, 265.03; 704/251
See application file for complete search history.

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(57) **ABSTRACT**

A balance between customer satisfaction and cost to providing customer care can be achieved based on the use of online interaction classification techniques. Such techniques can use measurements such as a log likelihood ratio to determine if an interaction should be removed from automation to live support if it appears necessary.

4 Claims, 4 Drawing Sheets